

**Department of Environmental Protection  
Montgomery County, Maryland**

***DIVISION OF SOLID WASTE SERVICES***



**Recycling Section staff held or participated in 82 Earth Day events during the month of April, speaking directly with 5,731 people about recycling, reuse, waste reduction, buying recycled, grasscycling, and composting.**

***MONTHLY REPORT  
APRIL 2010***



*Printed on Recycled and Recyclable Paper*

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# **OVERVIEW**

## **Tonnage at a Glance**

The following table shows key material flows during the current month, fiscal year to date (FY Total), and the current calendar month in the two prior fiscal years. (County Fiscal Year 2010 began July 1, 2009.)

<b>FACILITY</b>	<b>Apr FY10</b>	<b>FY10 Total</b>	<b>Apr FY09</b>	<b>Apr FY08</b>
Materials Recovery Facility <sup>(1)</sup>	6,541 tons	65,815 tons	6,650 tons	7,520 tons
Brunswick Landfill Facility <sup>(2)</sup>	17,075 tons	140,462 tons	14,630 tons	20,849 tons
Resource Recovery Facility <sup>(3)</sup>	48,810 tons	432,581 tons	47,154 tons	47,857 tons
Yard Trim Compost Facility	3,299 tons	62,569 tons	5,122 tons	5,488 tons

*(1) MRF tons reported as outgoing.*

*(2) Refers to waste sent to the landfill for disposal (ash residue and nonprocessable waste). It does not include rubble and bulk natural wood waste that is recycled.*

*(3) RRF tonnage refers to tons burned (processed). Waste shipped from the Transfer Station but not burned is in the pit and is not included in the tonnage presented here. These tonnages are preliminary, with adjustments made in the September and December monthly reports.*

During April, program staff:

- Researched properties and entered billing changes into the database;
- Completed the work on the Non-residential Study and continued work on the Equity Enhancement Study for Task Order #25;
- Prepared monthly house counts for collection contractors;
- Processed vacancy refunds payable in April;
- Updated Access™ databases and Excel™ spreadsheets for monthly Refuse and Recycling Collection contractor reports;
- Continued routine research and correction of solid waste fee abnormalities as they emerge in the property tax database;
- Generated Hauler/Collector Credit Account invoices for April 2010 totaling \$1,258,227.99 (an increase of \$106,183.19 over April 2009);
- Updated the Aging Report (30-day arrearage was \$60,389.44 as of May 7, 2010);
- Continued compiling data for the CY09 Mass Balance (County-Wide Materials Flow Analysis);
- Reconciled April 2010 tons to monies posted in FAMIS, as well as to the total dollars charged in Paradigm;
- Continued to update and verify information in the Division of Solid Waste Services' (DSWS) Fixed Asset Database;
- Assist with ongoing DSWS IT services, ERP and MC311 implementation; and
- Finalized the FY11 budget and rates with Council Staff.

## **CITIZEN COMMITTEES**

**Dickerson Area Facilities Implementation Group (DAFIG)** – The next meeting will be held on Tuesday, June 8.

**Solid Waste Advisory Committee (SWAC)** – The regular monthly meeting was held on Tuesday, April 6, 2010. Multiple topics were discussed at the meeting, including re-establishing subcommittees and choosing issues for subcommittees and workgroups to work on in more detail, for SWAC discussion in future meetings. There were ten SWAC members and three County staff members present. The next monthly meeting is scheduled on Saturday, May 8, 2010 at the Resource Recovery Facility located in Dickerson, MD.

## **COLLECTIONS**

### **News:**

On April 12, Unity Disposal & Recycling began a new seven year contract in Area 2 using collection vehicles powered by compressed natural gas. On April 26, Unity began another new seven year contract in Area 5 using CNG powered collection vehicles. These new contracts mean 20 diesel powered trucks have been replaced with cleaner emission CNG trucks which also will result in fuel cost savings for the County.

### **Resident Missed Collection Complaints:**

April 2010	108
April 2009	88
Difference	+20

### **Call Center:**

Bulk trash requests	1,883
Scrap metal requests	2,290
Blue bin requests	1,141
Blue cart requests	330
Literature requests	250

### **Public Outreach:**

- **Survey Cards:**

The Public Service Workers distributed 1,449 survey cards in April and received 4.6% of the cards back.

	Excellent	Good	Average	Fair	Poor
Recycling Programs	67%	28%	3%	1%	1%
County Staff	65%	30%	3%	0%	2%
Recycling Crews	58%	29%	5%	3%	5%

Collections mailed out 232 survey cards in April and received 12.9% of the cards back.

	Excellent	Good	Average	Fair	Poor
Recycling Programs	74%	23%	3%	0%	0%
County Staff	67%	27%	0%	0%	6%
Recycling Crews	47%	40%	10%	3%	0%

- **Website Survey:**

For the month of April, 3 residents responded to our website survey. The following are percentages detailing resident satisfaction with our recycling programs, county staff, and collection crews:

	Excellent	Good	Average	Fair	Poor
Recycling Programs	100%	0%	0%	0%	0%
County Staff	50%	50%	0%	0%	0%
Recycling Crews	75%	25%	0%	0%	0%

**Collection Section Enforcement Actions:**

- Citations: No citations were issued in the month of April.
- Notices of Violation: No Notices of Violation were issued for the month of April.

**Website:**

The following is information gathered from the Montgomery County Solid Waste web in April 2010:

Solid Waste Services Website

Unique Visitors	46,652
Page Loads	146,067

Email List Memberships

Topic	Members	New subscribers this month
Holiday Reminder	14,058	41

HHW Announcements	4,922	17
Newsletter Helper	2,537	-5
Facility Updates	2,007	6
Electronics Recycling	2,067	8
GoGreen	949	-31
Civic Loop	167	24
Non-Residential Recycling	120	24
Multi-Family Recycling	108	14
Division Monthly Report	101	68
<b>Total Subscriptions</b>	<b>27,036</b>	<b>166</b>

#### Most Popular Web Pages

1. Shady Grove Processing Center and Transfer Station
2. How do I...
3. Bulk trash
4. Recycling Center
5. Housing Hazardous Waste
6. Scrap metal recycling
7. Earth Day
8. Curbside collection service
9. Holiday
10. Latex Paint

## **WASTE MINIMIZATION**

<b>Product Recycled</b>	<b>Approximate weight recycled in April 2010 (tons)</b>
Computers	77 tons
TVs	86 tons
Propane Tanks	3 tons
Textiles	17 tons
Construction Materials (Don't Dump – Donate)	4 tons
Vehicle Batteries	19 tons
Rechargeable Batteries	0 ton

## **HAZARDOUS WASTE PROGRAMS**

**Household Hazardous Waste (HHW) Collection** – There were 6,122 patrons in the program this month.

**Small Quantity Generator/ECOWISE Program** – There were 15 ECOWISE participants this month.

## **WASTE REDUCTION**

**Bicycle Recycling** – “Bikes for the World” removed only 2 tons of bikes this month (for restoration and shipment to countries worldwide), due to weather related issues.

**Paint Reduction**– The free paint program gave away 185 gallons of paint to 31 customers, 32 cubic yards (19.11 tons) went to Honduras, and we solidified 56 cubic yards of paint.

**NEW ‘GOGREEN’ Website** – The new *GoGreen* website, ([www.montgomerycountymd.gov/GOGREEN](http://www.montgomerycountymd.gov/GOGREEN)) will be a one stop site for a wide range of environmental programs and information for residents and businesses. This month, the site had 364 unique page views and 227 visits, up from last month (March 2010 - 189 page views, 119 unique visits) with a peak on April 17, Earth Day.

**Straight Vegetable Oil (SVO) Recycling** – The Transfer Station has a vendor that accepts Waste Vegetable Oil (WVO) for the sole purpose of bio-diesel production; this month 1 ton of SVO was shipped out for processing into biodiesel (<http://www.montgomerycountymd.gov/veggieoil>).

## **AIR PERMITS AND ENVIRONMENTAL PROGRAMS**

**Resource Recovery Facility (RRF): CEMS Tracking of RRF Emissions** – The CEMS reported no instances of stack gas emissions exceeding permitted concentration limits during the month of April.

**TES Contract (Weather Station)** – All of the instrumentation worked normally in April. Data recovery for all parameters was 100 percent for the month. The total rainfall for the month was 1.5 inches.

## **WASTE REDUCTION AND RECYCLING**

**Public Education and Outreach** – DSWS celebrated the 40<sup>th</sup> anniversary of Earth Day by participating in 82 community outreach events, directly speaking to 5,731 people providing information on recycling, waste reduction, buying recycled, composting and grasscycling. In addition to Earth Day events held at local businesses, organizations, and multi-family properties, DSWS hosted two paper shredding/recycling and donation collection events during the weekend of April 17 and 18. Over the course of the weekend, a total of 525 residents participated in the events and brought in a total of 18,230 pounds

of confidential paper for shredding and recycling, and 700 pounds of cardboard and paper bags were recycled. Almost two donation trucks were filled with reusable clothing and household goods. Staff is planning activities for Recycling Awareness Week that will be held the week of May 24-28. Staff will be coordinating and participating in 14 events during the course of the week, including: Magic of Recycling show recycling assemblies for 12 public and private schools, recycling volunteer appreciation and recognition ceremony, and the recycling achievement recognition ceremony recognizing the efforts of 50 businesses, organizations, government facilities, employees, multi-family properties, property managers and residents for their efforts in recycling, waste reduction and buying recycled. In addition, DSWS will be recognizing 12 MCPS students whose entries were selected for the school recycling poster contest. During the month, staff also continued to finalize minor edits to educational materials and reviewed edits for the *Close the Loop: Buy Recycled* video.

**On-Site Composting and Waste Reduction Activities** – A total of 738 compost bins were distributed in April to encourage residents to compost their leaves and grass clippings on-site. Staff conducted numerous composting workshops during the month. These workshops were held at Brookside Gardens, Whole Foods Market in Rockville, Izaak Walton League, Locust Grove Park and River Road Unitarian Universalist Church in Bethesda. During these events, a total of 253 residents learned about the composting process and the types of materials that can be composted. Staff continues to schedule additional composting demonstrations and workshops for May and June.

**Recycling Investigations Unit** – Since the unit was established, 28,788 site visits and 3,200 formal investigations have been conducted. In April, 54 NOVs were issued to businesses and multi-family properties for infringements against the recycling regulations and Chapter 48. One citation was issued to a business for not recycling the required materials.

**Commercial Recycling and Waste Reduction** – The SORRT Program conducted 1,135 on-site visits of businesses in April. Staff resolved three complaints, participated in 43 educational events reaching 2,579 people and responded to 74 requests for information ranging from educational materials to presentations for property managers, tenants, and employees. Staff also distributed 458 desk-side recycling bins to assist businesses with implementing and/or improving their recycling programs. Staff is in the process of field verifying all received Annual Recycling and Waste Reduction Reports received covering calendar year 2009 to ensure the information submitted is accurate. The spring issue of the quarterly SORRT Network Newsletter was mailed out in early April and work continued on finalizing other FY10 task orders including development of an instructional mixed paper recycling container label and updating educational instructional and training videos for businesses and schools.

**Multi-Family Recycling and Waste Reduction** – The TRRAC Program conducted 396 on-site visits to multi-family properties in April to monitor the status and progress of their



recycling programs and to recommend program improvements. Staff participated in 14 multi-family property educational events, many of which were in celebration of Earth Day, reaching 838 people. Staff also responded to 57 requests for information and distributed 908 multi-family recycling bins. Staff continues to field verify the Multi-Family Annual Recycling and Waste Reduction Reports covering calendar year 2009 to ensure the information submitted is accurate. The April issue of the TRRAC newsletter for multi-family property representatives was emailed and/or mailed to 840 multi-family property representatives. Work continued on translating the primary educational recycling brochure for multi-family residents into 6 additional languages (Amharic, Korean, French, Vietnamese, Japanese and Farsi); it is already available in English, Spanish, Chinese, and Russian. Work also continued on the Spanish translation of the multi-family recycling video and on updates to other recycling resources such as recycling container labels and posters.

**Mixed Paper Recycling** – Existing educational materials were distributed to residents at several events. Larger quantities of materials were also provided to homeowner associations and civic groups for their use and distribution. Information on residential recycling was provided to a developer to distribute to residents of newly built homes in the community.

**Volunteer Activities** – Thirty-eight volunteers (many of whom participate in multiple events) contributed over 231 hours of their time to support recycling activities in April. Three volunteers provided 102 hours of office assistance. Two neighborhood recycling block captains provided over two hours of time distributing recycling information to 30 neighbors in Bethesda and provided a grasscycling demonstration to 2 residents in Rockville. Over the course of the month thirty seven volunteers contributed nearly 127 hours participating in 10 community outreach events throughout Montgomery County directly reaching 1,689 residents. Two experienced volunteers participated in a refresher training session. The Recycling Volunteer Program recruited five prospective volunteers and fifteen new volunteers in April. In addition, the program participated in multiple events through the Liberty's Promise after school program at three County high schools and a church in Silver Spring reaching 80 potential high-school aged volunteers.

## **PILOT PROGRAM**

**Cooperative Collection/Alternative Collection** – The SORRT Program continues to monitor all three Cooperative Collection Projects in Silver Spring to ensure that the participants are recycling properly. The SORRT Program is in the process of reviewing cost data for all three existing projects to help determine cost-saving information.

## **FACILITY ACTIVITIES**

**Resource Recovery Facility (RRF)** – The RRF processed a total of 48,810 tons, or 1,627 tons per day. Trash deliveries averaged 11,119 tons per week. On April 2, Unit #2 was removed from service to allow for a weekend cleaning of the scrubber outlet. The unit was returned to service on April 5 for on-peak power generation. Late on April 15, Unit #1 was removed from service for its scheduled spring outage. During the outage about 300 sq. ft. of inconel was applied in the lower furnace. Extra emphasis was placed on the baghouse and back end duct work to locate and reduce air in-leakage. Refractory inspection of the new tile, installed as part of the LN conversion, showed it to be in good condition with no apparent impacts from the LN operation. The unit was placed on standby and returned to service on April 26 for on peak generation.

There were no OSHA recordable incidents this month.

There were no generation emergencies issued by PJM during this month. There was a need to purchase 2.7 MWh of power during the month when the turbine came off line for about 30 minutes due to a false trip indication mistakenly caused by an operator servicing equipment. The issue was quickly corrected.

The following environmental activities occurred:

- Submitted the March 2010 Water Supply Monthly Operating Report to MDE.
- Quarterly Bacteriological Monitoring Report was submitted to MDE.
- Submitted the Quarterly Operations and Maintenance Report to MDE.
- Sampled wastewater discharge outfall 001 and results were in compliance.
- Quarterly Phase II/V Metals and Nitrate Report for outfall 001 was submitted to MDE.

**Materials Recovery Facility (MRF)** – Approximately 1,809 tons of commingled materials were shipped out and approximately 4,732 tons of mixed paper were loaded out and transferred to the Office Paper Systems, Inc. processing facility this month. Completed work on replacing overhead metal halide lights in the processing area with energy-efficient T5 high output fluorescent lights that save about 100 watts per fixture. Hoppers were painted. The parking lot was striped. Trees along the access road and the gardens were mulched.

**Oaks Landfill** – The new 2.4 MW landfill gas-to-energy plant continues to operate. SCS is nearly complete with Punch List items.

**Gude Landfill** – The new 0.8 MW landfill gas-to-energy plant continues to operate. SCS is nearly complete with Punch List items.

The Yard Trim Processing Facility Project and all related activities have been placed on hold until it can be potentially incorporated into the Gude Landfill Remediation Plan.

Work related to the Gude Landfill Remediation project continues. DEP presented the Gude Landfill Remediation project to M-NCPPC on April 6 and held a site visit on April 21. The County and EA Engineering finalized permits for the new groundwater monitoring wells. Meetings with the Community and DEP/DSWS regarding the Gude Landfill Remediation will continue on a monthly basis.

**Solid Waste Transfer Station** – Covanta shipped 47,997 tons of processible waste via rail from the Transfer Station to the RRF; 3,506 tons more than shipped in April 2009.

The inbound radiation detectors had 13 valid alarms – 3 alarms involved a driver or passenger who had undergone recent medical tests and/or treatment involving radioactive isotopes and residual radiation; and 10 alarms by vehicles that were identified as containing low levels of medical isotopes with short half-lives in trash.

The Public Unloading Facility radiation detectors had 9 alarms. All alarms involved drivers or passengers who had undergone recent medical tests and/or treatment involving radioactive isotopes and residual radiation.

**Transfer Station Enforcement** – Under Chapter 48 of the Montgomery County Code, a total of 51 enforcement actions were taken during the reporting period. The enforcement composition breakdown includes:

Action	Verbal Warning	NOV	Citation
Lacking the Permit Required to Collect or Dispose of Solid Waste	1	3	7
Delivering Solid Waste Acceptable for Recycling to a Solid Waste Facility	0	7	14
Hauling Solid Waste Without a Valid Collectors Tag	0	12	1
Unlicensed Company	0	1	1
Un-permitted Vehicle of a Licensed Company	0	0	3
Transporting Solid Waste Without a Tight Fitting Cover	0	1	0
<b>TOTAL</b>	<b>1</b>	<b>24</b>	<b>26</b>

**Site 2 Landfill Properties** – Design work continues on the Site 2 ponds. Staff continues to address deer management issues.

**Yard Trim Compost Facility** – The facility received 3,299 tons of material for composting; this compares with 5,122 tons of material received during the same period last year. No material was diverted to back-up composting facilities. There were 7,949 cubic yards of bulk LeafGro™ shipped this month; compared with 5,250 cubic yards for the same period last year. There were 350 cubic yards of Linden Farm Humus sold; this compares with 1,991 cubic yards for the same period last year.

**Bagging Operation** – 98,100 bags of LeafGro™ were shipped to distributors. This compares with 38,800 bags shipped during the same period last year. (Each bag is 1.5 cubic feet weighing 45 lbs.)

In April, 809 1-cubic foot bags of LeafGro™ were sold. This compares with 1,991 bags during the same period last year.

In April, 3,500 bags of Compro™ bags were shipped to distributors. This compares with 3,100 bags during the same period last year.

## **OUT-OF-COUNTY HAUL**

**Brunswick County, Virginia** – Approximately 15,320 tons of ash residue and 1,755 tons of nonprocessable waste were transported to the County's dedicated disposal cell at the Brunswick Waste Management Facility, Inc., Landfill in Brunswick County, Virginia.

**Perry Hall Maryland** – Approximately 4,781 tons of asphalt, soil, concrete, and brick and block were sent to the Honeygo Run Recycling site in Perry Hall, Maryland, for construction and demolition recycling in the month of April.

# GENERAL INFORMATION

## Important Telephone Numbers

General information on solid waste	240-777-6400
Customer Service	240-777-6410
Transfer Station	240-777-6560 (County Office) 301-916-3031 (Covanta) 301-330-2840 (MES)
Materials Recovery Facility	240-777-6591 (County Office) 301-417-1433 (MES)
Resource Recovery Facility	240-777-6494 (County Office) 301-916-3031 (Covanta)
Yard Trim Compost Facility	301-428-8185 (MES)
Internet for DSWS	<a href="http://www.montgomerycountymd.gov/solidwaste">www.montgomerycountymd.gov/solidwaste</a> <a href="http://www.montgomerycountymd.gov/recycling">www.montgomerycountymd.gov/recycling</a> <a href="http://www.montgomerycountymd.gov/hazardouswaste">www.montgomerycountymd.gov/hazardouswaste</a> <a href="http://www.montgomerycountymd.gov/useitagain">www.montgomerycountymd.gov/useitagain</a> <a href="http://www.montgomerycountymd.gov/yardtrim">www.montgomerycountymd.gov/yardtrim</a> <a href="http://www.montgomerycountymd.gov/veggieoil">www.montgomerycountymd.gov/veggieoil</a> <a href="http://www.montgomerycountymd.gov/GOGREEN">www.montgomerycountymd.gov/GOGREEN</a>

Note: All comments, questions, and suggestions on the contents of this report should be addressed to:

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# SOLID WASTE FACTS IN A NUTSHELL

TOPIC OR FACILITY	
Latest Tonnage of Materials Recycled in a Fiscal Year in Montgomery County	495,371 (FY09)
Latest Recycling Rate Reported in Montgomery County	44.2% (FY09)
Recycling Goal	50% by December 2010
Resource Recovery Facility (RRF)	Permitted Capacity = 657,000 tons per calendar year (based on 5,500 BTU/lb waste)
Yard Trim Compost Facility	<p>Under the Sugarloaf Settlement Agreement, operations are limited to the receipt of 77,000 tons per fiscal year.</p> <p>In FY09, 67,928 tons of yard trim were received at the Dickerson Facility.</p>
# Residences receiving trash collection by County contractors	90,957
# Residences receiving collection of recyclables in blue bins and yard trim collection	210,623
Term of out-of-county waste transportation and disposal contract with Brunswick Waste Management Facility, Inc.	June 19, 1997 through June 30, 2012 with an option for a five-year renewal. (Service started October 20, 1997.)

## **GLOSSARY OF ACRONYMS**

BTU	British Thermal Unit
CEMS	Continuous Emissions Monitoring System
CO	Carbon Monoxide
DAFIG	Dickerson Area Facilities Implementation Group
DEP	Department of Environmental Protection
DSWS	Division of Solid Waste Services
EPA	United States Environmental Protection Agency
ERP	Enterprise Resource Planning
FY	Fiscal Year
HHW	Household Hazardous Waste
MCPS	Montgomery County Public Schools
MDE	Maryland Department of Environment
MES	Maryland Environmental Services
M-NCPPC	Maryland-National Capital Park and Planning Commission
MRF	Materials Recovery Facility
MSW	Municipal Solid Waste
NMWDA	Northeast Maryland Waste Disposal Authority
NOV	Notice of Violation
OSHA	Occupational Safety & Health Administration
PJM	Pennsylvania-New-Jersey-Maryland
RRF	Resource Recovery Facility
SCFM	Standard cubic feet per minute
SCS	SCS Engineers, Inc.
SORRT	Smart Organizations Reduce and Recycle Tons
SWAC	Solid Waste Advisory Committee
SVO	Straight Vegetable Oil
TRRAC	Think Reduce and Recycle at Apartments and Condominiums
UPS	Uninterruptible Power Supply
WVO	Waste Vegetable Oil